



# Missouri Department of Revenue

Version: 08/2023 - Fiscal Year 2024



## VISION

To provide **every** customer the best experience **every** time.

## THEMES

### Embed Transformational Purpose

Encourage team members to take personal ownership of our vision and understand how they support its delivery.



Integrity

### Focus on Customer Service

With every action, demonstrate our passion for serving Missouri's citizens, businesses, and communities.



Service

### Organizational Culture

Foster a positive, engaging work environment for all team members while ensuring those who deliver at the highest levels and uphold our values are recognized for their efforts



Respect

### Partnerships

Establish partnerships with public and private entities to provide expanded services and resources to Missouri's citizens, businesses, and communities.



Community

### IT Roadmap

Develop an IT strategy that facilitates continued modernization and improves the overall customer experience



## INITIATIVES

#### Leadership Guidelines:

Develop guidelines related to attendance management, performance counseling, discipline templates, and other personnel tools for leaders within the Department.

#### Motor Vehicle Bureau Debt Offset Preparation Plan:

Create a plan and process to allow debt offsets from Personal Tax to resolve Motor Vehicle delinquencies.

#### Timely Processing of Motor Vehicle Refunds:

Identify areas of process improvements in the Motor Vehicle Refund process and develop an education plan to increase accurately filed refund requests.

#### License Offices Bureau Customer Survey:

Create a response plan for customer feedback.

#### License Office Hearing Impaired Service:

Develop and pilot a program to ensure options are available for deaf and hard of hearing citizens.

#### Sales/Use Tax Electronic Return Filing:

Increase sales/use tax electronic return filing compliance percentage from an average of 75% to 80% through customer outreach and efficiencies.

#### Review and Expand MyTax Missouri Portal Video Library:

Work with the Communications Team to create effective videos for educating both team members and customers on MyTax Missouri portal functionality.

#### Taxation Job Shadowing Pilot Program:

Develop and implement a program for job shadowing within the Taxation Division to assist team members in becoming more familiar with all Division workflows to promote effective customer service.

#### Team Member Recognition Shared on Social Media:

Collecting positive customer feedback and testimonials and sharing on social media promoting the ease of using online tools and services offered by the Taxation Division.

#### Contract License Office Manager (CLOM) Certification:

Develop and implement a specialized program to provide necessary skills and knowledge for license office managers.

#### License Office Contract Compliance:

Create a process to hold license offices accountable for specific contract obligations.

#### Dealer Training:

Develop and implement a training plan for the top concerning issues, for instance, dealers issuing temporary permits, processing a Notice of Lien and Notice of Sale, and renewing a dealer license electronically.

#### MVDL Integrated:

Develop system infrastructure functionality and needs and begin Phase 1 Driver License Module.

#### Integrated Tax System Enhancements:

Make improvements to the Integrated Tax System to create efficiencies.

#### Electronic Efficiencies:

Partner with ITSD to implement technological and electronic efficiencies in various areas of the Administration Division.



Missouri Department of Revenue



MEASURES

By June 28, 2024, 100% of leaders within the Department will have access to the guidelines via a link on the Intranet.

By June 28, 2024, update policies and procedures to allow the process of identifying and offsetting Motor Vehicle delinquent fees from Personal Tax refunds.

By June 28, 2024, develop a plan to implement process improvement ideas to reduce motor vehicle refund turnaround time down to 15 business days and create and share educational material on the DOR Internet page to reduce the number of rejected claims by 50%.

By June 28, 2024, utilize customer feedback surveys to improve the license office experience.

By June 28, 2024, develop and pilot a program to offer interpretation for the hearing impaired.

By June 28, 2024, increase the sales/use tax electronic filing compliance to 80%.

By June 28, 2024, completely revise 100% of existing videos, record four new videos, and publish them on the Department website.

By June 28, 2024, develop and implement a job shadowing pilot program.

By June 28, 2024, create and complete 15 to 20 social media campaigns to highlight customer appreciation feedback, top performers, and team members of the month.

By June 28, 2024, all participants in the program will be required to pass a written and practical application test to receive certification.

By June 28, 2024, review how quickly compliance issues are corrected by using coordinator and contractor feedback surveys.

By June 28, 2024, decrease the error rate to below 20% for issuing temporary tags and ensure all dealers have been renewed timely and appropriately in 2024.

By June 28, 2024, complete base configuration, development, conversion, testing, communication plan, and define infrastructure needs.

By June 28, 2024, implement Integrated Tax System enhancements.

By June 28, 2024, prioritize and have in-progress projects for technological and electronic efficiencies in various sections of the Administration Division.